Product Number: 4201.02.15

DESKTOP / SERVICE DESK AT DTS-TAX

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This document supplements the Desktop Services enterprise product description (2321.01). The intent is to clarify services provided by DTS that are not clearly described in the enterprise product description. All of these services were performed by DTS staff prior to the creation of the enterprise rates in FY2009.

Product Features and Descriptions

Feature	Description
Purchase of Hardware, Software or Services	Participate in the purchase of new or replacement devices, including all necessary hardware, software and services. Work with the IT Director and agency management to forecast needs, prepare budget requests, and ensure services are efficient and effective.
Additional Devices	In addition to desktops, laptops, common peripherals and network printers, desktop management services will be performed for the following devices: • High-speed desktop scanners • Handhelds • PIPS (license plate reading camera system)
Third Parties	The following devices are covered by formal contracts where many services are performed by third parties; however, these devices still require some involvement from DTS infrastructure staff. • High-speed production scanners • Remittance Processors • Q-Matic

Specialized Desktop Configurations	While many Tax Commission employees are adequately served by standard desktop or laptop configurations, several situations merit special consideration. Complete desktop management services are provided. First, the Motor Vehicle division runs the equivalent of a retail operation with desktops configured like point-of-sale devices. Peripherals include cash drawers, receipt printers, scan guns, credit/ debit card readers, and laser printers for each workstation. Second, the Motor Vehicle Enforcement division includes a number of law enforcement officers who work out of their assigned vehicles. Laptops with wireless access (through third party providers) are mounted in the vehicles. In addition, several vehicles are specially equipped with the PIPS system for reading license plates.
Software Support – Third Party Applications	There are a number of third party (purchased) applications supported by the Desktop/Service Desk staff, often with little or no involvement from others in DTS. - IMS - Versatile - Drake - CMS CenterView - Integra
Software Support – Developed Applications	The infrastructure group has developed several applications to support their work or to meet specific agency needs, and they will continue to support these applications. This includes the following system that meets specific agency needs: MVED PIPS vehicle camera system – computer system in vehicles for real time plate recognition and database lookup.